



## **ASSISTANT TO THE WATER UTILITIES MANAGER**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a variety of complex and highly responsible professional administrative duties involved in the study of policies, procedures, and practices of the Water Utilities Department; and to provide highly complex administrative support to the Water Utilities Manager.

### **Supervision Received and Exercised:**

Receives general direction from the Water Utilities Manager.

Exercises direct supervision over lower level professional, para-professional, and management and/or administrative assistant staff.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned. Duties may include, but are not limited to, the following:

- Work closely with Department Manager to provide strong, visionary, and innovative management and leadership for the Water Utilities Department in accordance with the City's Mission and Values.
- Provide oversight to the Skill-based Compensation Plan, assist employees with understanding the program, and provide training; troubleshoot problems; recommend and develop changes to the Plan; respond to SBP surveys and requests from external sources; research and provide information on programs.
- Advise and assist with succession planning efforts for the department.
- Serve as liaison to Human Resources on all department recruitments, as well as on a variety of workplace issues involving Human Resources.

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### Assistant to the Water Utilities Manager (continued)

- Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct identified deficiencies; implement discipline procedures; recommend employee terminations.
- Provide employee orientation to all new employees in conjunction with supervisors.
- Provide guidance and assistance to supervisors on Performance Improvement Plans (PIP's), employee discipline issues, coaching and mediation; monitor, track, coordinate, recommend and conduct fact-finding investigations regarding allegations of violations as necessary, in conjunction with Human Resources, City Attorney's Office and Diversity Office as appropriate.
- Coordinate and provide advice on disciplinary actions and terminations.
- Attend all department work group meetings regularly; interpret City of Tempe rules and regulations for supervisors and employees.
- Provide safe haven within department to employees.
- Facilitate and coordinate department diversity initiative.
- Participate and work closely with the Department Manager and Deputy in all reorganizations as part of organizational development coordination.
- Assist the Department Manager and Deputy on various management issues; assist in the development, planning and implementation of goals and objectives; recommend and develop department policies and procedures.
- Coordinate specialized and customized training for the department; provide instruction in assistance to Tempe Learning Center staff for specific Water Department training.
- Serve as liaison and contact person to Information Technology Department for new software rollouts, new voicemail system updates and upgrades, shared PC users, etc.
- Supervise Citywide Warehouse and support staff; department administrative staff.
- Oversee public relations efforts for department.
- Represent the department on various taskforce projects, boards and committees.

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### Assistant to the Water Utilities Manager (continued)

- Respond to and resolve a variety of requests and complaints for employees, other municipalities and the general public.
- Direct or provide answers to questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Participate in professional development activities to stay apprised of new HR rules, management issues, warehouse practices and water industry issues.
- Research and present surveys and reports and other necessary correspondence to Department Manager on specific management and leadership processes.
- Supervise and perform extensive research for special projects; collect information on operational and administrative challenges; synthesize information and make recommendations on policy issues; present issues to Division and Department managers.
- Perform related duties as required.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Five years of responsible professional administrative or program management experience in a public agency. Some supervisory experience is preferred.

#### **Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field. A Master's degree is preferred.

#### **Licenses/Certifications:**

Possession of, or ability to obtain within six months of hire, Mediation Certification from the American Arbitration Association.

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Assistant to the Water Utilities Manager (continued)

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.**

**Job Code: 0391**

**FLSA: Exempt**